

24902/15/2007

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: **PUBLIC SAFETY DISPATCHER I**

DEFINITION

Under supervision, to operate a 911 telephone system and a computer-aided dispatch (CAD) system on an assigned shift. Enter calls for service for emergency and non-emergency calls for Police and Fire; and to do related work as required.

REPORTS TO: Public Safety Communications Supervisor

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Public Safety Dispatcher II and the Public Safety Communications Supervisor.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Receive incoming telephone calls on an assigned shift; input and retrieve information in a computer-aided dispatch (CAD) system.
- Obtain and record information using a telephone system or mobile data computer (MDC) to enter emergency necessary law enforcement, fire medical and other emergency services such as ambulances and tow trucks.
- Run inquiries on DOJ, National Crime Information Service, FBI, Stolen Vehicle System.
- Compile data and maintain records of emergency recorded, equipment and personnel dispatched, and/or disposition of emergencies.
- Send, receive and decode teletype information.
- Provide a variety of public information relating to law enforcement or fire activities as permitted.
- Operate a variety of equipment and appliances such as a computer-aided dispatch (CAD) keyboard, standard IBM type computer keyboard, and alarm monitoring system.
- Calms distressed citizens on the phone.
- Coordinate emergency calls and relay information and assistance requests involving other law enforcement and firefighting agencies.

QUALIFICATIONS

Knowledge of:

- Modern office methods, equipment, and procedures.
- Correct English usage, spelling, punctuation, and grammar.
- Telephone courtesy.
- Computer aided dispatch (CAD) system.

Ability to:

- Use standard broadcasting procedures and rules associated with the operation of an emergency services communication network.
- Hear and comprehend telephone communications with the public and respond effectively.
- React quickly, efficiently and calmly in an emergency situation and adopt an effective course of action.
- Use manual dexterity in operating a computer terminal, telecommunications devices, data cards, time stamp, and multi functional radio operating console.
- Perform a variety of clerical tasks such as filing, record keeping, and typing.
- Organize work within a constantly changing set of priorities.
- Exercise independent judgment and work with a minimum of supervision.
- Understand and carry out oral and written directions.
- Learn and interpret maps.
- Establish and maintain effective relationships with those contacted in the course of work.
- Work rotating shifts (days, swings and graves), weekends, holidays and overtime as required.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education and Experience:

Education: Equivalent to the completion of the twelfth grade.

Experience: Successful completion of the Riverside Police Department Dispatcher Training Program demonstrating proficiency in Call-taking.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENTS

Must be able to pass an orally administered and standard speed accuracy typing test at 35 wpm.

Must be able to pass an intensive police background investigation.

Must be able to sit for long periods in a confined area and wear a headset.

Possession of, or ability to obtain, a valid appropriate Class "C" California Motor Vehicle Operator's License.

Possession of, or ability to obtain within twelve months of employment, a POST Basic Dispatcher Certificate or equivalent certificate.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Public Safety Dispatcher I

TO: Public Safety Dispatcher II